SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
January 3, 2001

Agenda Items

- Status of Previous Action Items (Rice)
- Support Center Items (Lynott)
    --Outlook User List
    --One-Time Change in Monthly Scheduled Maintenance Date
- Teleconference Update (Griffin)
- December Performance Measure Report (Griffin)
- Plans for Technology Architecture Vision Session (Griffin)
- Information Architecture Principles Discussion (Griffin)
- System Engineering Policy Discussion (Hughes)

Status of Previous Action Items

The following action items, and their status to date, were summarized as follows:

	Action Item	Status
1.	Review Information Architecture Principles [new, current, and CHIAP Principles] (CIAG members).	On Today's agenda. See below for details.
2.	Review the proposed System Engineering policy to provide comments/approval at the next CIAG meeting (CIAG members).	On Today's agenda. See below for details.
3.	Add Suellen Velthius as the Fusion webmaster to the SC webmaster list (Baker).	Completed.
4.	Report back to the CIAG on plans for discussing trends related to upgraded meeting room technologies as part of the Strategic Plan Update. (Griffin).	On today's Agenda. See below for details.

Support Center Items

Outlook User List
As with previous meetings, an Outlook User list was provided and it was noted that users are making some progress in decreasing the size of their accounts, but the overall size of the mail store remains of concern. To continue to reduce the size of Outlook mail accounts, SCSC desk-side support staff will visit users who have over 200 MB to configure the archiving feature and provide guidance on how to keep the accounts below 50 MB.

One-Time Change in Monthly Scheduled Maintenance Date
Michael Lynott announced that the Support Center will need two, six- hour days to accomplish this month's monthly maintenance scheduled for 1/14/01 and 1/15/01. The CIAG had no objection to this request; however, effective immediately, they would like to begin receiving reminders on the Monday and Thursday prior to the scheduled monthly maintenance period.

Teleconference Update

Ted Griffin offered an update on the videoconference units. Griffin said that he is still waiting for a written cost from MA despite his many requests for this. Griffin will provide an update at the next CIAG meeting.

December Performance Measure Report

Ted Griffin compared the performance measure outcomes for the months of October, November, and December, ending with a year-to-date average for each one. The outcomes were summarized as follows:

Performance Measure	October	November	December	Year to Date
1. % of Support Center calls resolved by first phone analyst before end of call.	78% (313/668/.6)	61% (325/887/.6)	64% (272/713/.6)	67% (910/2268/.6)
2. % of Support Center calls the customer receives the phone analyst within 30 seconds.	96% (677/707) Avg. = 10 sec	95% (817/857) Avg. = 11 sec	94% (586/623) Avg. = 14 sec	95% (2080/2186)
3. % of Support Center "Helpdesk-Medium" calls resolved within 4 hours.	72% (425/590) Avg. = 10.02 hrs	56% (444/799) Avg. = 9.17 hrs	57% (332/584) Avg. = 10.25 hrs	61% (1201/1973)
4. % of time that e-mail is operational.	99.9% (44625min/ 44640min)	100% (43200min/ 43200min)	99.9% (44600/44640)	100%
5. % of common suite of software and corporate systems available to the desktop that is also available through remote access.	40%	40%	40%	40%
6. % of CIAG action items assigned to SC621 resolved by due dates.	89% (8/9)	100% (16/16)	96% (24/25)	96% (48/50)
Customer Satisfaction	**79%**	**75%**	**75%**	**77%**

Griffin noted that he has been working on plans to improve the percentages for items 1 and 3, and will bring these plans to the CIAG in the next couple of weeks.

Plans for Technology Architecture Vision Session

Ted Griffin and Jason Kruse offered a plan for conducting a technology vision , or wish list, session as part of the Strategic Plan Update. Kruse suggested that the CIAG begin this effort with a vision or brainstorming session which could be an extended CIAG meeting. Members unanimously supported this idea, requesting that the meeting be held on 1/17/01, from 10:00 a.m. – 12:00 p.m. Attendees will include CIAG members and their guests, as well as other regular CIAG attendees.

Information Architecture Principles Discussion

The CIAG did not suggest any changes in the Information Architecture Principles that were provided to members at the last meeting. These Principles combine the original 14 Principles developed in 1997 into

six, without eliminating any of the substance of original 14. Griffin will provide discuss them with the IM Board at their 1/25/01 meeting.

System Engineering Policy

The CIAG reviewed and approved the System Engineering Policy. Dr. Willis stressed the need to ensure significant user input and testing prior to rollout, as described in the approved policy.

Other Items

- Ted Griffin noted that the rollout of MS Office 2000 has been piloted within SC-65, but that the Im staff would like to pilot it with a couple of customers. Dean Oyler had agreed to participate and Griffin asked the Group to suggest someone else. After some discussion, the CIAG requested Steve Buswell and Marvin Stodolsky to be added to the pilot. They also suggested that Joanne Corcoran and Sharon Long participate. SCSC will follow up with these users to ensure that they are added to the pilot.

- There was also a question about whether the ADSM software is working correctly. Customers can use this software, which can be accessed from the Start menu, to back up their C:drives. Michael Lynott explained that the ADSM backup is a service SC purchases from MA, and that the backups using ADSM are far too slow. SCSC continues to work with MA to address the problem

Action Items

- Add John Willis to the SC webmaster list (Baker/Lynott).
- Send reminders twice a week (Monday and Thursday) prior to scheduled monthly maintenance (Baker/Lynott).
- Send screen bean files to Peggy Burris (Kruse).
- Add Steve Buswell, Marvin Stodolsky, Joanne Corcoran, Sharon Long, and Dean Oyler to the MS Office 2000 pilot. (Griffin)
- Schedule brainstorming session for 1/17/01 to discuss the customers' vision of future technologies as part of the Strategic Plan Update. (Griffin).

Proposed 1/10/01 Meeting Agenda

- Status of Previous Action Items (Rice)
- Support Center Items (Baker/Lynott)
     --Outlook User List
     --MS Office 2000 pilot additions
- Teleconference Update (Griffin)
- Support Center Help Desk Transition (Griffin)
- Document Management Project Approach (Hughes)

Meeting Attendees

Name		Organization	Contact Information
Willis – Chair	John	SC-55	3-4095
Dilworth – Alt Chair	Greg	SC-17	3-2873
Rice – Exec. Sec	Pat	SC-65	3-4556
Afzal	Shahida	SC-50 (ESMT)	3-4941
Albaugh	Brenda	SC-65	3-6578
Arveson	Paul	SC-65	3-1893
Beall	Jeanne	SC-65	3-4587

Burris	Peggy	SC-1 & 5	6-7265
Buswell	Steve	SC-7	6-9741
Eckstrand	Steve	SC-55	6-5428
Farrand	Sue	SC-65	3-1884
Griffin	Ted	SC-65	3-4602
Hanlin	Cathy	SC-23	3-1965
Hiegel	Jane	SC-30	3-5800
Kruse	Jason	SC-65	3-6592
Lynott	Michael	SC-65	3-7643
Martin	Joanna	SC-65	3-5730
Miller	Caryle	SC-82	3-8434
Priebe	Anne	SC-65	3-2449
Stodolsky	Marvin	SC-72	3-4475
Tunks	Kevin	SC-65	3-6409